



# Arizona Physician's IPA

## Children's Rehabilitative Services

## What is CRS



Program origin traces to 1929  
and the Arizona Society of  
Crippled Children

The mission of the CRS program is to improve the health and quality of life of children who have certain medical, disabling or potentially disabling conditions by providing family centered medical treatment, medical rehabilitation and related support services to members

CRS currently operates as a Medicaid carve out program regulated by Arizona Health Care Cost Containment System (AHCCCS)



## CRS Eligibility



- Individuals under 21 years of age who are enrolled in AHCCCS
- U.S. citizens or qualified aliens
- Arizona Resident
- Diagnosed with a CRS covered condition

## CRS Eligible Conditions

- CARDIOVASCULAR SYSTEM
- ENDOCRINE SYSTEM
- GENITOURINARY SYSTEM
- EAR, NOSE, AND THROAT
- MUSCULOSKELETAL SYSTEM
- GASTROINTESTINAL SYSTEM
- NERVOUS SYSTEM
- OPHTHALMOLOGIC
- RESPIRATORY
- INTEGUMENTARY SYSTEM
- GENETIC AND METABOLIC
- HEMATOLOGIC

**\*For a complete listing of covered conditions, clarifications and excluded conditions go to the AHCCCS AMPM Policy Chapter 300, Exhibit 330-1**

**<http://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/Chap300.pdf>**

# Acronyms and Definitions

- **AHCCCS** Arizona Health Care Cost Containment System
- **ALTCS** Arizona Long Term Care system
- **APIPA-CRS** Arizona Physician's IPA-Children's Rehabilitative Services
- **AMPM** AHCCCS Medical Policy Manual
- **CRS** Children's Rehabilitative Services
- **CRS Clinic Services** Single diagnosis care provided at location outside of the MSIC
  - » Example: Banner Desert/Cardon Children's Medical Center provides gastrointestinal and urology clinic services for CRS Members
- **MSIC** Multi Specialty Interdisciplinary Clinic
- **MSIT** Multi Specialty Interdisciplinary Team
- **NOA** Notice of Action
- **NOD** Notice of Decision
- **NOE** Notice of Extension
- **NONC** Notice of Non Coverage

## Features of the CRS Program



- Highly collaborative medical home delivery model with emphasis on family support
- Members are assigned to one of four Multispecialty Interdisciplinary Clinics (MSIC)
  - Phoenix-St. Joseph's Hospital
  - Tucson-Children's Clinic
  - Yuma-Yuma Regional Medical Center
  - Flagstaff-Northern Arizona Medical Center
- The MSIC sites provide coordinated care for all assigned members
- The MSIC is responsible for authorization requests and coordination of services within their contracted region (zip codes)

## Role of Arizona Physicians IPA- CRS



- Awarded the AHCCCS contract through September, 2012 to act as sole administrator for CRS
- Process CRS Applications to determine eligibility and enrollment
- Responsible for CRS health care operations, including medical management, claims payment, and provider network development
- Contract with the four MSIC's in Tucson, Yuma, Flagstaff and Phoenix and virtual clinics to provide services
- Coordinates and communicates to PCP's and Members' AHCCCS Health Plan
- Develop and maintain a Service Plan for all CRS members
  - Contains member information, doctor/specialist information, clinics, diagnosis, treatment goals. Logs services received, past surgeries, etc.
  - Identifies psychosocial needs, education/community resource needs
  - Manages transition planning for members aging out of the CRS program
  - Ensures timely delivery of care for newly enrolled members
  - Provides an integrated medical record for each member

## CRS Referrals

- To provide information regarding a child that is identified as a potential CRS member, contact either
  - Tina Banks @ [tina\\_e\\_banks@uhc.com](mailto:tina_e_banks@uhc.com) or (602) 237-2802
  - Nicole Yates @ [nicole\\_yates@uhc.com](mailto:nicole_yates@uhc.com) or (602) 623-582-0396
- To perform managed care functions or for questions related to UM or CM, contact
  - CRS UM: Lesley Hunt, RN. MSN, CCM @ [lesley\\_hunt@uhc.com](mailto:lesley_hunt@uhc.com) or 602-664-5047
  - CRS CM: Pamela Ray, RN @ [pamela\\_j\\_ray@uhc.com](mailto:pamela_j_ray@uhc.com) or 602-664-5416
- To perform prior authorization managed care functions or for questions related to CRS Prior Authorization (PA) contact
  - CRS PA: Stephen Burroughs, RN @ [stephen\\_j\\_burroughs@uhc.com](mailto:stephen_j_burroughs@uhc.com) or 602-664-5115



# CRS Prior Authorization List

Go to <http://www.myapipacrs.com> > Physicians > Resources > Physician Manual/ Materials > CRS Prior Authorization List

## Examples from CRS Authorization List

- ALL Office Visits (outside MSIC)
- ALL non-formulary medications/ Injectables /Botox
- ALL inpatient admissions
- ALL outpatient surgical procedures
- ALL cochlear implants
- ALL genetic testing
- Home Health Care Services
- Echocardiograms outside of the MSIC
- DME > \$1000 an Power Wheelchairs
- Prosthetics & Orthotics > \$1000
- PT/OT Outside the MSIC or MSIC request > 24 visits

# Types of Service



- **Medical Services**

- Consultations & Evaluations

- Surgeries
    - Home Health
    - Infusions
    - Therapies
    - Diagnostic Tests

- **DME**

- Orthotics and Prosthetics
  - Hearing Services
  - Vision Services

- **Dental Services**

- Preventative
  - Restorative
  - Orthodontia

- **Pharmacy Services**

- Rx
  - Metabolics

# Authorization Coordination

	Hospital	MSIC	Provider	Ancillary Provider
Office Visits	N/A	Out of MSIC (Initial Visit)	Continued Office Visits	N/A
Radiology	OP Only	Not required if performed in MSIC	Required	Required
OP Services	Required	Required	Required	Required
Labs	Not Required	Genetic Testing Only	Genetic Testing Only	Genetic Testing Only
Therapies	Not Required	After 12 visits	After 12 visits	After 12 visits
Inpatient Care	Required	Required	Required	N/A
Pharmacy	Required for OP Infusion/Inject	Required for OP Infusion/Inject	Required for OP Infusion/Inject	Required
DME	Over \$1,000 or any Rental Equip	Over \$1,000 or any Rental Equip	Over \$1,000 or any Rental Equip	Over \$1,000 or any Rental Equip

## Prior Service Requisition (PSR) Form



Go to <http://www.myapipacrs.com> > Physicians > Resources > Physician Manual/ Materials > CRS Prior Service Requisition (PSR) Form

### PSR contains

- Diagnosis to be covered by CRS
- Place and Date of Service
- Requesting provider
- Servicing provider including tax identification number (TIN)
- CPT Codes (units & frequency)
- Clinical documenting medical necessity and association to CRS condition

# Call Center and Authorization Request Lines



Service Area	Phone	Fax	Comments
Member Services	866-275-5776	None	
Provider Services	800-445-1638	None	
Medical Prior Auth	866-604-3267	877-940-5348*	*Fax using the Prior Service Request (PSR) Form with appropriate Clinical documentation
Pharmacy Prior Auth	800-305-0023	877-265-4976	Use Fax for requests for services; use phone for issue resolution
Dental Services	866-375-9074	888-370-2847	Use Fax for requests for services; use phone for issue resolution
Enrollment Services	866-275-5776	866-623-1692	Use Fax; phone for issues only

## Discharge Coordination

- **Pharmacy** (*includes, but not limited to*)
  - Walgreens, Fry's, CVS, Osco, Walmart, Target, Safeway, Basha's
  - Non formulary medications covered for 10 day transition period to support discharge needs
- **DME**
  - Preferred Homecare (888) 275-4524
    - DME < \$1,000 does not require an auth
    - DME > or = \$1,000 does require an auth
    - All rental DME requires an authorization
- **Home Health**
  - Dependable Home Health Tucson (520) 721-3822
  - UMC Home Health Tucson (520) 694-4663
  - Los Ninos Home Health / Innovative Home Health - Phoenix (602) 305-9500

## Discharge Coordination



- **Specialty Beds and Woundvacs**
  - Genadyne (800) 208-2025
  - KCI USA (888) 275-4524
- **Labs**
  - Labcorp or MSIC's (where available)
- **Prosthetics & Orthotics**
  - Hanger
    - Phoenix (602) 274-3625
    - Flagstaff (928) 773-2544
    - Tucson (520) 888-4757
    - Yuma (928) 341-1965
- **Power Wheelchair/Specialty DME**
  - United Seating & Mobility (800) 837-7309
- **Vision**
  - No auth required for vision hardware
  - Nationwide
  - See Saw
  - Eye Imagination

## APIPA CRS - Clinical Liaison Contact Information



The contact list below is to be used to assist with coordination of care and services between AHCCCS Health Plans and APIPA-CRS.

CLINICAL LIAISON - PHOENIX	PHONE
Jenniffer Ramirez <a href="mailto:jenniffer_ramirez@uhc.com">jenniffer_ramirez@uhc.com</a>	602-406-7703
Sherri Wilson <a href="mailto:sherri_s_wilson@uhc.com">sherri_s_wilson@uhc.com</a>	602-406-4239
CLINICAL LIAISON - FLAGSTAFF	PHONE
Judy Smith <a href="mailto:judith_a_smith@uhc.com">judith_a_smith@uhc.com</a>	928-214-2679
CLINICAL LIAISON - TUCSON	PHONE
Irma Guzman <a href="mailto:irma_a_guzman@uhc.com">irma_a_guzman@uhc.com</a>	520-324-3226
CLINICAL LIAISON YUMA	PHONE
Dina Hernandez <a href="mailto:dina_b_hernandez@uhc.com">dina_b_hernandez@uhc.com</a>	928-336-7293



# APIPA-CRS APPLICATION

- APIPA-CRS Website
  - [www.myapipacrs.com](http://www.myapipacrs.com)
- APIPA-CRS Applications Fax Number: 1-866-623-1692
- APIPA-CRS Application (English/Spanish)
  - [http://www.myapipa.com/edocs/en/members/general/uhcaz\\_crs\\_referral\\_application.pdf](http://www.myapipa.com/edocs/en/members/general/uhcaz_crs_referral_application.pdf)
  - [http://www.myapipa.com/edocs/sp/members/general/uhcaz\\_crs\\_referral\\_application.pdf](http://www.myapipa.com/edocs/sp/members/general/uhcaz_crs_referral_application.pdf)

**Thank you**

